

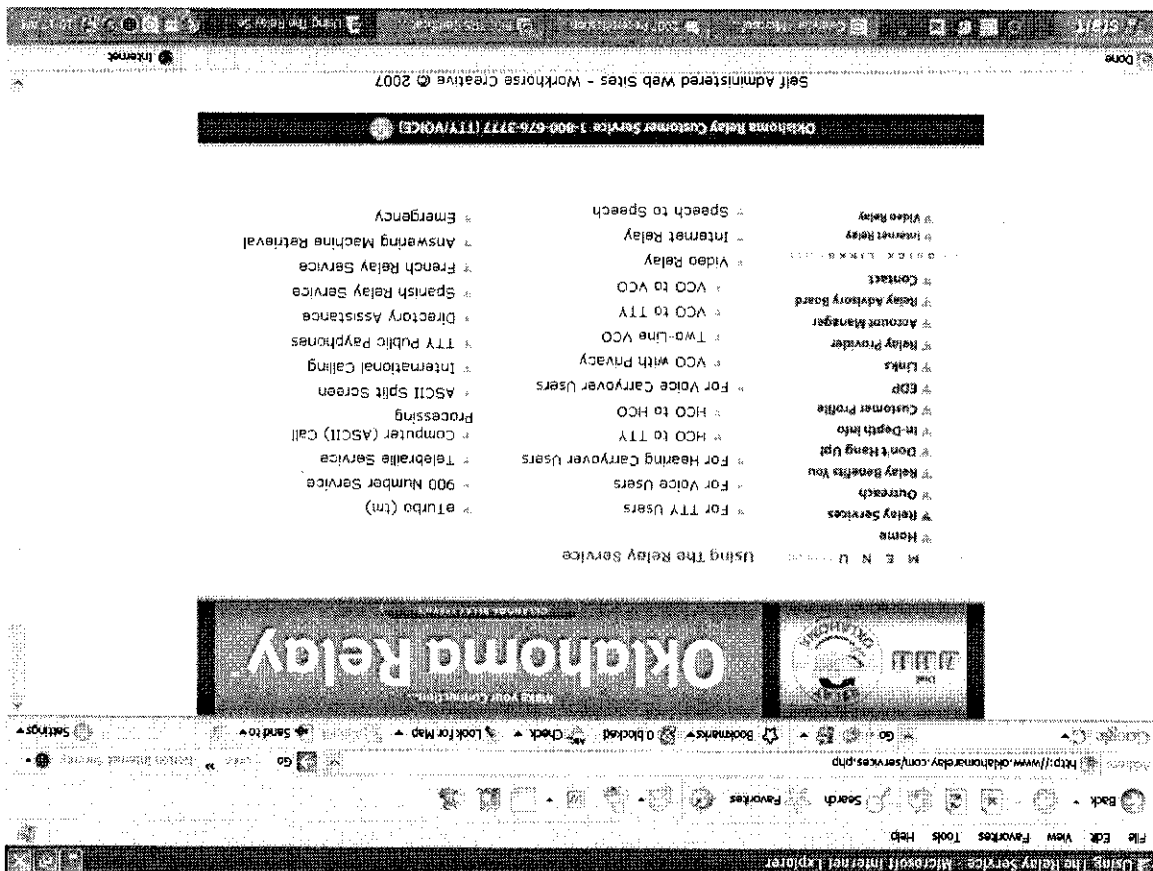
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A person who is deaf, hard-of-hearing, deaf-blind, or speech-disabled uses a TTY to type his/her conversation to a Communication Assistant (CA), who then reads the typed conversation to a hearing person. The CA relays the hearing person's spoken words by typing them back to the TTY user.

1. Dial the TTY number, 711 or 1-800-253-0191.
2. Oklahoma Relay will answer with "8234" (for CA identification), "F" or "M" (for CA gender) and "NUMBER CALLING PLS GA." ("GA" denotes "go ahead.")
3. Type in the area code and telephone number you wish to call and then type "GA."
4. The Communication Assistant will dial the number and relay the conversation to and from your TTY. Type in "GA" at the end of each message.

For TTY Users

Using The Relay Service



For Voice Users

Standard telephone users can easily initiate calls to TTY users. The Communication Assistant types the hearing person's spoken words to the TTY user and reads back the typed replies.

1. Dial the voice number, 711 or 1-800-253-0195.
2. You will hear, "Oklahoma Relay CA (number). How may I help you?"
3. Give the CA the area code and telephone number you wish to call and any further instructions.
4. The CA will process your call, relaying exactly what the TTY user is typing. The CA will relay what you say back to the TTY user. (Be sure to talk directly to your caller, avoid saying "tell him" or "tell her," and say "GA" at the end of your response.)

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For Hearing Carryover Users

Hearing Carryover (HCO) allows speech-disabled users with hearing to listen to the person they are calling. The HCO user types his/her conversation for the CA to read to the standard telephone user.

1. Dial 711 or 1-800-253-0191.
2. Oklahoma Relay will answer with "8234" (for CA identification), "F" or "M" (for CA gender) and "NUMBER CALLING PLS GA."
3. Type in the area code and telephone number you wish to call and then type "HCO PLEASE GA."
4. The CA will make the connections and voice your typed conversation to the called party. After you type "GA," pick up the handset to listen to the spoken reply.

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HCO to TTY

HCO users can listen while the CA is reading/voicing the TTY user's typed message. The HCO user types his/her conversation directly to the TTY user.

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HCO to HCO

HCO users can contact other HCO users through Oklahoma Relay. The CA will voice to both parties what is typed on each user's TTY.

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For Voice Carryover Users

Voice Carryover (VCO) allows hard-of-hearing users to speak directly to a hearing person. When the hearing person speaks to you, a CA will serve as your "ears" and type everything said to you on a TTY or text display.

1. Dial the VCO Direct number, 1-877-253-8260.
2. Oklahoma Relay will answer with "8234" (for CA identification), "F" or "M" (for CA gender) and "VCO OR TYPE NOW GA."
3. Voice or type the area code and telephone number of the party you want to call.
4. The CA will type the message "Voice Now" to you as your cue to start speaking. You speak directly to the hearing person. The CA will not repeat what you say, but only type to you what the hearing person says. You both need to say "GA" at the end of your response.

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VCO with Privacy

This is similar to the standard VCO feature. However, the CA will not hear the caller speaking through Oklahoma Relay, and only type voiced responses back to the VCO user.

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Two-Line VCO

Two-line VCO allows a customer with two telephone lines to use one line for speaking directly to a hearing person while the other line is used to receive the hearing person's typed responses at the same time. This feature provides a more natural flow of conversation without the pauses of single-line calls.

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VCO to TTY

The CA will only type what you say to the TTY user you are calling. Whatever the TTY user types will go directly to your TTY or text display equipment for you to read. "GA" is needed for this type of call.

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VCO to VCO

The CA will serve as both parties' "ears" and type not only what you say to your party but also what is said to you. "GA" is needed for this type of call.

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Video Relay

Video Relay Service (VRS) lets users communicate visually in natural American Sign Language (ASL) for a richer communications experience. VRS allows the use of ASL in visual conversations with standard telephone users over special phone terminals or computers with high-speed line connection.

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Internet Relay

Internet Relay Service makes Relay communication possible through your computer without the use of TTY devices.

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Speech to Speech

Specially trained Relay operators serve as the speech-disabled user's voice and repeat his/her responses to the called party. Relay Speech-to-Speech (STS) operator training helps speech-disabled users to be heard and understood. There may be instances where an STS user will be asked to repeat his/her message to ensure that it is conveyed correctly.

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eTurbo (tm)

Enhanced Turbo Code (eTurbo?) provides Relay users new speed and convenience in connecting and conducting calls with special equipment through programmed dialing

preferences.

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900 Number Service

Relay Users dial a separate toll-free 900 number to connect with Oklahoma Relay. The Relay operator will then dial the requested outbound 900 or 800 pay per call number. Upon connection to the 900 number, billing procedures will begin. (Billing procedures may apply differently depending on the 900 service called).

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Telebraille Service

Relay users with impaired vision often use special TTYs equipped with telebraille. Dialing Oklahoma Relay's toll-free number, 1-800-877-8973, allows telebraille users to reach Communication Assistants (CAs) who are familiar with deaf-blind users and trained to provide effective solutions to your calling needs.

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Computer (ASCII) Call Processing

Computer users can also access Oklahoma Relay directly. Set your communications software to the following protocols at speeds ranging from 300 to 2400 baud: (Note: It may be helpful to set your "time out" to 100 seconds.)

8 Bits
No Parity
1 Stop Bit
Full Duplex

When calling at a rate of 300 baud or below, follow the above settings, using Half Duplex.

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ASCII Split Screen

ASCII Split Screen is designed to allow High Speed ASCII computer users and Relay operators to type and communicate more clearly and quickly. Typed text by both the caller and the operator appears on a split

screen window on the computer screen. ASCII users can interrupt the operator if needed and vice versa.

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International Calling

Oklahoma Relay allows you to place and receive calls to and from anywhere in the world (using English or Spanish language only). Calls originating from a country outside of the US may also access Relay via Country Prefix-605-224-1837.

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TTY Public Payphones

The Federal Communications Commission (FCC) issued an order outlining an interim plan for access to public pay phone service through Relay services.

The order states that:

- All local calls from TTY pay phones are free of charge.
- Toll calls can be billed through calling cards and prepaid cards.
- TTY users who wish to use a coin TTY pay phone can use Oklahoma Relay to assist in connecting calls. There are several ways to bill non-local calls: collect; third party; calling card or prepaid card.

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Directory Assistance

Oklahoma Relay will relay Directory Assistance (DA) calls between TTY users and the Local Exchange Carrier (LEC) DA operator. Once the caller makes the request, the CA will contact the appropriate LEC DA operator. After obtaining the number, the caller may choose to place the call through Oklahoma Relay or dial it directly TTY to TTY.

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Spanish Relay Service

Oklahoma Relay offers Spanish Relay service. TTY users can type in Spanish and the conversations will be relayed in Spanish. To request Spanish Relay, type in the area code and telephone number and then "SPANISH TO

SPANISH GA." Also, Spanish to English Translation is offered. The dialing numbers are 1-877-253-5424 (TTY/ASCII/Voice), and 1-877-253-0446 (Speech to Speech).

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French Relay Service

Oklahoma Relay offers French Relay service. TTY users can type in French and the conversations will be relayed in French. To request French Relay, type in the area code and telephone number and then "FRENCH TO FRENCH GA." Also, French to English Translation is offered. The dialing number is 1-877-253-7244 (TTY/ASCII/Voice).

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Answering Machine Retrieval

TTY users can request Oklahoma Relay to retrieve messages from their voice answering machines or voice mail. To request answering machine retrieval, type "AMR" with instructions or password and then "GA." The CA will type, "PLS PLCE YOUR HANDSET NEXT TO YOUR ANS MACHINE AND TURN ON GA." Place your handset on the speaker part of the answering machine until all messages have been retrieved. Then place the handset back on the TTY and type "GA." The CA will type your messages.

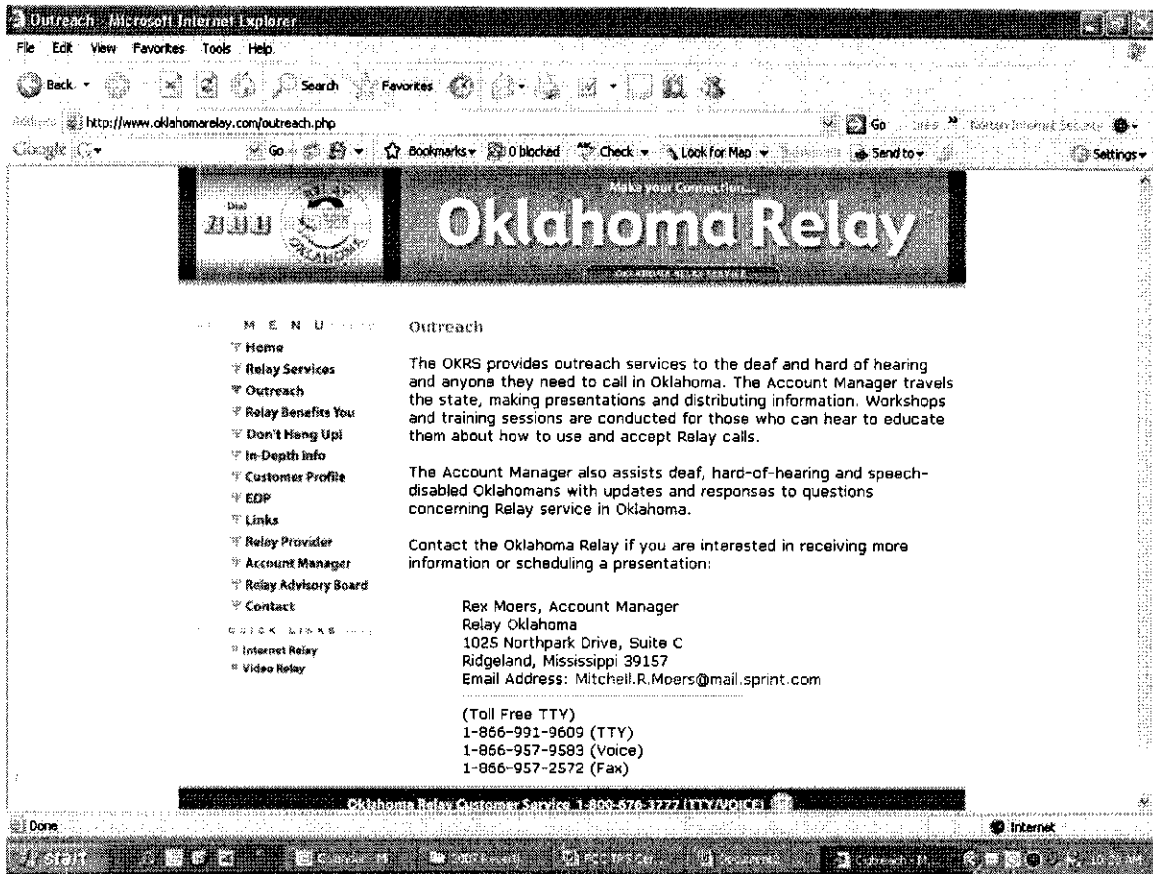
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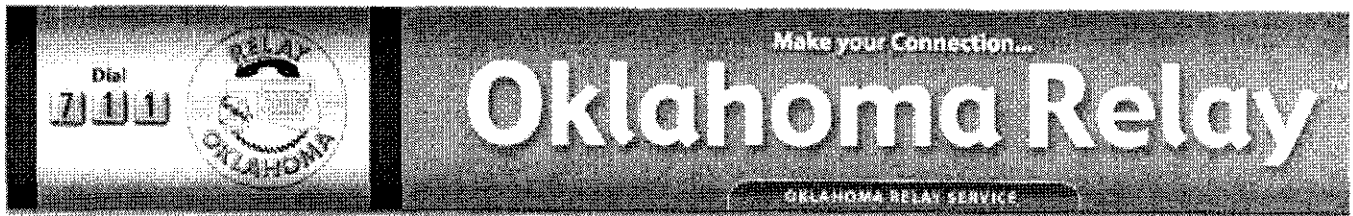
Emergency

In case of emergency, TTY users should call 9-1-1. Calls placed directly and immediately to 9-1-1 can save valuable time in urgent situations. 9-1-1 call takers are trained to answer TTY calls.

Other features include automatic call re-dial, spelling error correction and last number re-dial.

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How Do Relay Services Benefit Society?

Business Opportunities

Relay services increase business opportunities by greatly enhancing accessibility to a new and largely untapped consumer market, thus increasing potential business revenues and collectable state tax dollars.

Increased Employability

Relay services increase the employability of disabled persons. Previously, many deaf individuals could not get certain jobs because they could not use the telephone. Relay services increase employment and promotional opportunities for both unemployed and currently employed individuals. By increasing these employment opportunities, relay services reduce welfare costs and increase the tax base.

Enhanced Quality of Life

Relay services improve the quality of life for all citizens by:

- Ensuring ongoing telephone access for everyone;
- Increasing freedom and independence;
- Increasing privacy;
- Increasing performance and productivity;
- Improving self image; and
- Improving safety and security.

QUICK LINKS

Real-life Examples of How Relay Services Help the Relay Users Who are Deaf, Hard-of-Hearing, Deaf-

Blind, and Speech-Disabled.

Relay Service Increases Freedom...

- Calling about a job ad in the paper.
- Ordering a prescription refill at the drugstore.
- Setting up appointments with professional service providers.
- Calling legislators to encourage support for pending legislation.

Relay Service Increases Privacy...

- Calling the doctor's office for test results.
- Calling the IRS for questions about tax returns.
- Calling a lawyer to discuss legal matters.

Relay Service Increases Independence...

- Eliminates relying on friends, co-workers, or family, to make calls.
- Students can call other students to go over homework.
- Consumers can make credit card purchases from catalogs, stores, etc.

Relay Service Increases the Desire to Succeed...

- A technician calls the office to check on parts availability.
- A contractor calls clients before going to the job site, avoiding wasted trips.
- Professionals can confer with other professionals.

Relay Service is for Hearing People, too...

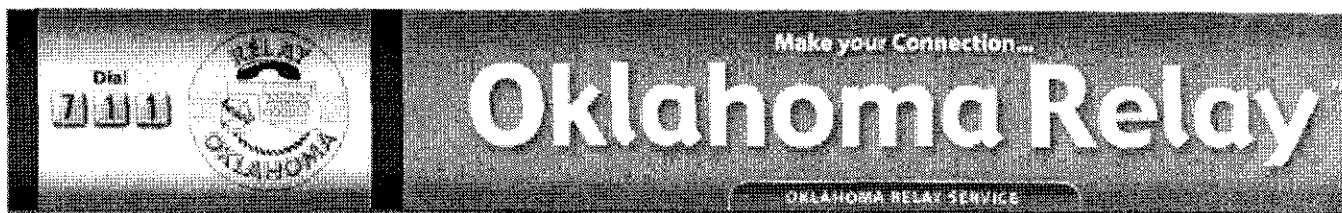
- A teacher needs to advise the deaf parents of their child's performance.
- Family, business associates and friends are able to keep in contact, without buying a TTY.
- People can be guaranteed ongoing telecommunication access in the

event hearing impairment results from aging or injury.

(This info from PUC of Texas website)

Oklahoma Relay Customer Service 1-800-676-3777 (TTY/VOICE) 

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Oklahoma Relay is designed to connect hearing disabled people with people and businesses that use regular voice telephones. Although the Relay Service has been in existence for more than 10 years, many people don't understand how it works. As a result, people who receive Relay calls often hang up, believing the caller is a telemarketer. Thus the "Don't Hang Up" campaign was developed.

The goal of the Don't Hang Up campaign is to decrease the frequency of hang ups by people who are unfamiliar with Relay. The campaign includes a public service announcement, as well as articles in business publications.

But the best way to reduce hang ups, especially by businesses, is to identify them and educate them about relay. You can help in two ways:

When you experience a hang up on a Relay call, fill out the on-line form below and MS Relay outreach will contact the business to educate them about Relay.

Consider changing the way you have your Relay calls announced so instead of saying, "This is Oklahoma Relay..." you ask the CA to begin, "This is a customer of your business calling through Oklahoma Relay," or, "This is [Your Name] calling through Oklahoma Relay." Some people have found that this kind of greeting reduces hang ups.

[QUICK LINKS](#)

- ▼ Internet Relay
- ▼ Video Relay

Let us know when this happens to you. Your feedback helps us educate businesses so they won't hang up on Relay.

Please fill out the form below and click on "submit". All information will be kept confidential.

Let us know when this happens to you.
Your feedback helps us effectively combat this important issue in our community.

To file a complaint by email: Fill out the form below with accurate information and click on Submit. All information is kept confidential.

Personal Contact Information:

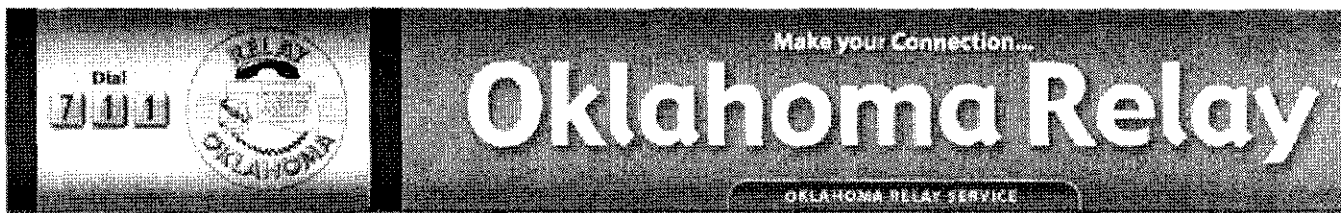
Name	<input type="text"/>
Phone	<input type="text"/>
Address	<input type="text"/>
Email	<input type="text"/>

"Hang Up" Business/Resident Information:

Business/Resident Name	<input type="text"/>
Business/Resident Phone	<input type="text"/>
Business/Resident Address	<input type="text"/>
Comments	<div><input type="text"/></div>

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More Info About Relay

The following links will take you to more in-depth information about how the Oklahoma Relay system can help you. You will find files to explain what services might be suited for you and how to use these services.

Marketing Material

- [General Information](#)
- [Two Line Voice Carry-Over](#)
- [What is 7-1-1?](#)
- [900 Service](#)
- [ASCII Split Screen](#)
- [Customer Database Profile](#)
- [Hearing Carry-Over](#)
- [Spanish Relay](#)
- [What is Speech to Speech Relay?](#)
- [Voice Carry-Over](#)
- [Video Relay Service](#)

Information Documents

- [How do I make or receive a Relay call?](#)
- [What devices do I need to be able to place a Relay call?](#)
- [How much does Relay cost?](#)
- [Will my calls be confidential?](#)
- [How do I set up my Customer Database Profile?](#)

You will need Adobe Acrobat Reader to view and print out the documents listed above. [Click Here](#) to get a free copy of Acrobat Reader.

[QUICK LINKS](#)

Internet Relay

Video Relay

Oklahoma Relay Customer Service 1-800-676-3777 (TTY/VOICE) 

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More Info About Relay

How do I make or receive a Relay call?

The hearing disabled person dials a relay operator and types a number for a OK resident or business. The Relay operator then calls that number and announces themselves by stating "This is Oklahoma Relay. Have you received a Relay call before?". If a customer answers yes, then the call proceeds. If the answer is no, then the operator will explain that the other person is hearing disabled and is using a Text Telephone (TTY) to type to the operator, and the operator is relaying the call as read. The operator will then proceed to relay the message from both sides.

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What devices do I need to be able to place a Relay call?

The most common device used by a hearing person is a standard telephone. For a deaf, hard of hearing or speech impaired individual, the most commonly used device is a TTY (text telephone device). However, the equipment you need may vary depending upon the type of relay service you use. A VCO phone may also be an option. For more information on how to obtain a device in your area that meets your specific needs, call Relay Customer Service at 1 800-676-3777. In some cases, it may be available at little or no cost to you via the [Equipment Distribution Program](#).

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How much does Relay cost?

There is no charge for using Oklahoma Relay within your local calling area. Long-distance call rates are determined by the carrier of choice (your long distance telephone provider). When you place intrastate, interstate, or international calls, Oklahoma Relay can give you a number of billing options. Please notify the Relay operator of your preferred billing option: number direct, collect, third party, local exchange carrier (LEC) calling card, other long distance calling card, or prepaid phone card.

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Will my calls be confidential?

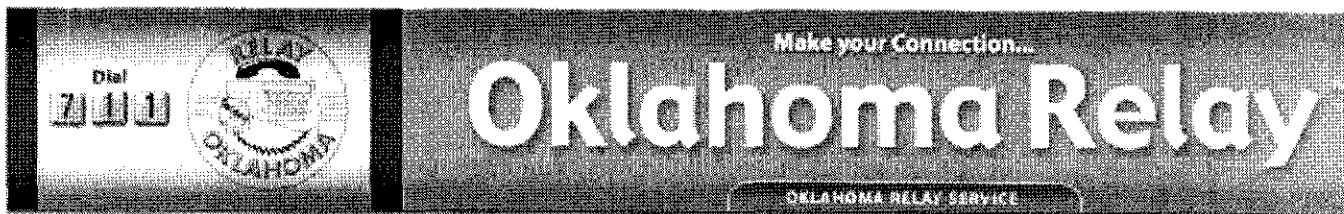
All Relay calls are strictly confidential. Federal law requires strict confidentiality on the part of Communication Assistants (CAs). Therefore, no part of the conversation that takes place between 2 callers is revealed or stored in written or verbal form.

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How do I set up my Customer Database Profile?

You have several options for setting up your profile. You can call customer service and set it up over the phone; you can have them mail you a form, that you can fill out and mail or fax back; you can also fill out a form online. For more information on the Customer Database Profile, go to the [Customer Profile page](#).

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Customer Profile

What is a Customer Database Profile?

A customer Database Profile saves the caller's preferences, which range from their preferred long distance provider to favorite method of communication. It also stores your most frequently dialed numbers. Below are all the details that the profile includes:

Customer Notes:

Provides information to the Relay Operator of up to three special requests on how the call should be handled. You can request a specific gender (male or female) for your Communication Assistant, or that the operator not announce Relay. You can also use this section if you want the operator to have a special announcement when the other party answers the phone.

Up to 10 frequently dialed (FD) numbers:

Allows you to give the operator a name and a phone number to be saved in your database. The next time you call someone who is on your list, you can type "FD" and then the name of the party you wish to call without giving the operator the number again.

Preferred local/regional and long distance carrier:

You can program in who your long distance provider is and the billing options you prefer: collect, third party or calling card. For all future long distance calls, you will

QUICK LINKS

get a bill from your own company.

Branding:

Oklahoma Relay can permanently establish your call type as a TTY, VCO, HCO, ASCII or deaf-blind user. This is called "Branding." To identify your phone number as one of these call types, call 1-800-673-3777 and the operator will brand your home telephone number. This will not work on PBX systems (usually in a business or hospital). If you have a PBX system, please call the correct Oklahoma Relay number for your call type instead of 711. VCO users should dial the dedicated VCO number: 1-877-826-6977. This will ensure your call is answered as VCO call.)

Call Block:

Allows callers to prevent their phone numbers from showing on other people's caller ID.

Outdial Restrictions:

Allow callers to restrict any type of call from being made such as long distance or international Relay calls.

To set up your profile:

You can set up your Customer Database Profile by contacting Oklahoma Relay Service Customer Service at 1-800-673-3777. Representatives take your request and can set up your profile while you are on the phone. Or you can have a form mailed to you to fill out and return.

Send the completed form to:

Oklahoma Relay Customer Service
P.O. Box 29230
Shawnee Mission, KS 66201-9230

Or fax it to 1-877-877-3291

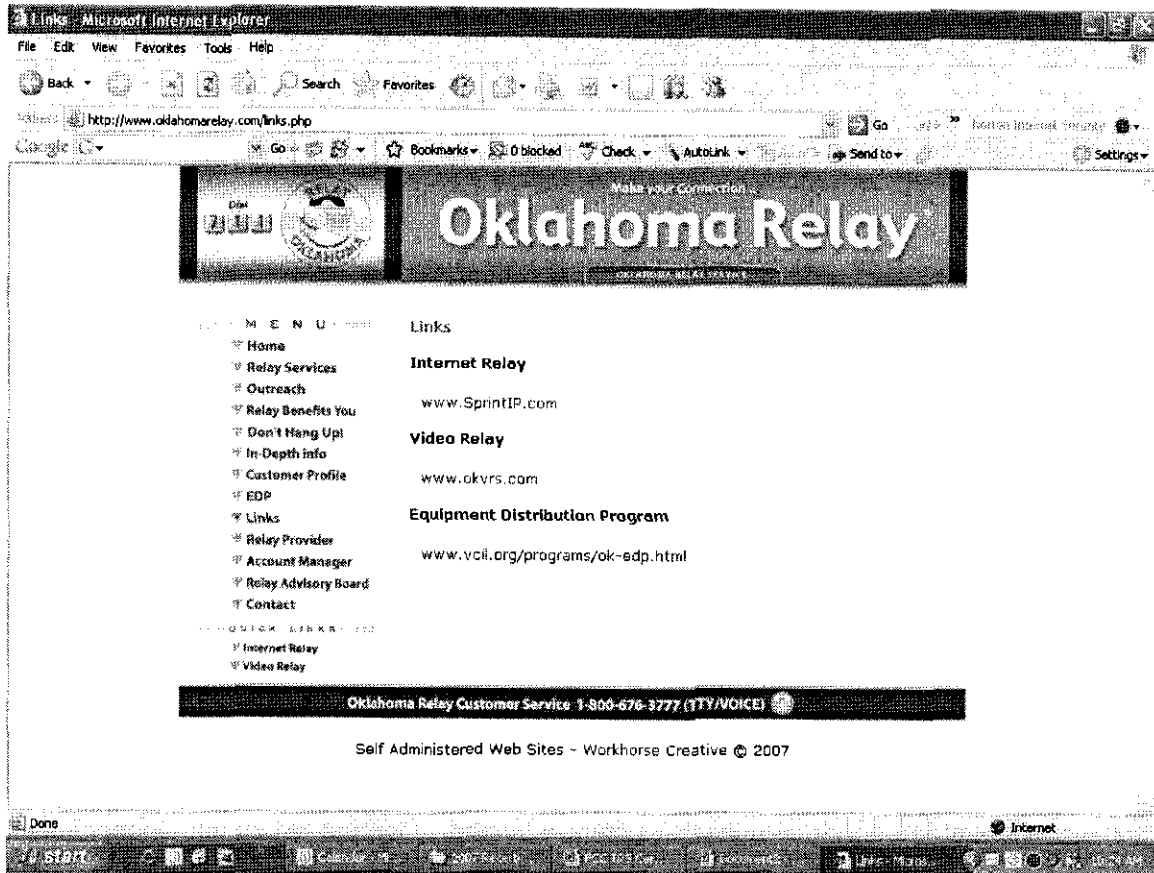
[Click Here to fill out the form online](#)

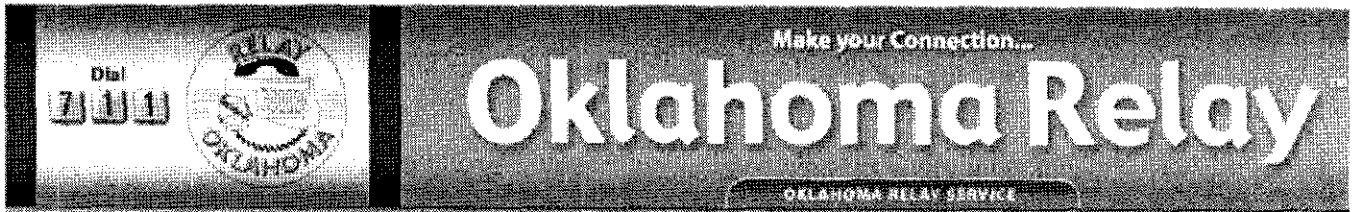
For additional Customer Database information, contact:

Oklahoma Relay 24-hour Customer Service:
1-800-676-3777 (TTY/Voice)

Oklahoma Relay Customer Service 1-800-676-3777 (TTY/VOICE) 

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Sprint Corporation has provided Telecommunications Relay Service since 1990, first in Texas. They began TRS service in Oklahoma last July. At present, they serve over 30 states as well as the switchboard for the Federal Government in Washington, D.C. Sprint also recently won the bid to serve Hawaii and Massachusetts. Sprint has 11 Relay Centers throughout the nation.

Sprint Relay

Sprint is committed to providing the kind of relay service that makes it possible for people to reach out to the world and communicate without giving it a second thought. State-of-the-art technology and equipment is used in bringing service to hundreds of thousands of relay customers. For example, Sprint's Relay system lets callers store personal reference information such as frequently dialed numbers, preferred call type, long distance carrier, and other data. This allows calls to be processed faster and more efficiently.

Operators that process the relay calls are referred to as Communication Assistants (CAs) or Relay Agents. Sprint's Agents receive extensive training and are routinely monitored and tested to ensure the quality of performance remains high. So, whether you're chatting with a friend or closing an important business deal, you can depend on the quality of Sprint's relay service.

QUICK LINKS

All Sprint Relay calls are strictly confidential. Federal law requires strict confidentiality for the operators. No

part of the conversation between two callers is revealed or saved.

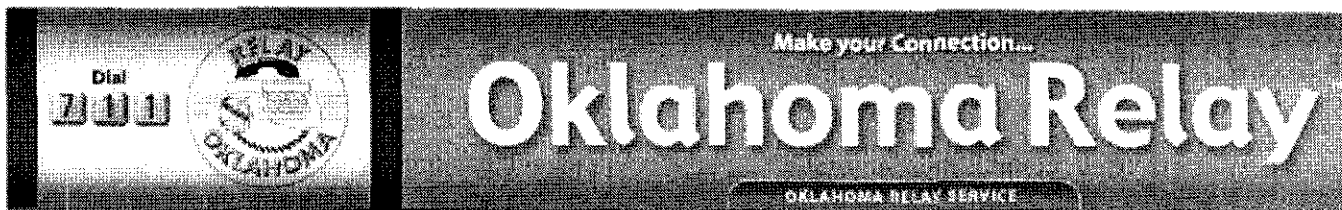
Training of Sprint Communication Assistants

CAs are specially trained and sign a confidentiality statement so all conversations are kept private. The operator simply facilitates the call and none of the conversations are divulged. Operators will not participate in conversations for any reason. When a TTY user is speaking with a standard phone user, the operator types what the hearing user is saying and then the operator will voice what the TTY user is typing. Operators will type everything they hear, including background noises, such as barking dogs or crying babies.

All CAs participate in 20 hours of Diversified Culture. Sprint utilizes videos, role play, group activities and discussion groups to educate its employees on the different needs of their customers. Customers will benefit from Agents who participate in role playing that incorporates varying levels of ASL difficulty throughout the initial training program. CAs spend approximately 25 hours practicing simulated calls on a training prototype that functions precisely as the actual relay equipment. The CAs must demonstrate their proficiency in translating material to a training supervisor.

Oklahoma Relay Customer Service 1-800-676-3777 (TTY/VOICE) 

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RELAY OKLAHOMA MENU

Account Manager

Home

Do join us in welcoming Mitchell "Rex" Moers as the Mississippi and Oklahoma Account Manager.

Relay Services

We are fortunate to have Rex, since he carries 4 ^{1/2} years of experience in Account Management and Sales with Sprint Relay. He previously handled accounts in Colorado and Wyoming. He was also a Sales Associate covering the Mid-Atlantic States in Herndon, Virginia. Rex relocated to Ridgeland (Jackson), Mississippi in late January 2005. We are confident he will bring the expertise and enthusiasm that is needed in Mississippi and Oklahoma. Rex can be reached at:

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Customer Profile

M. Rex Moers, Mississippi/Oklahoma Account Manager
1025 Northpark Drive
Ridgeland, MS 39157
TTY: 601-991-9609
FAX: 601-957-2572
Voice: 866-957-9583
Email: Mitchell.R.Moers@mail.sprint.com

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Oklahoma has its' own Equipment Distribution Program (EDP), administered by the state Vocational Rehabilitation service. In Mississippi, Rex will be handling the Equipment Distribution Program including D-Link VPs, CapTel, and TTYs plus a number of healthy outreach mandates to maximize the presence of TRS in both, Mississippi and Oklahoma.

Paul Rutowski
Customer Relations Manager - Eastern Region

RELAY OKLAHOMA QUICK LINKS

☎ Internet Relay

☎ Video Relay

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